AMENDMENTS TO THE CLAIMS

This listing of claims replaces all prior versions, and listings, of claims in the application:

1-28. (Cancelled)

29. (Previously Presented) The method of claim 42, wherein computing the costs based on the probabilities of over-predicting the parts comprises computing the costs associated with unnecessarily sending the corresponding parts to the onsite repair.

30. (Previously Presented) The method of claim 42, wherein computing the costs based on the probabilities of under-predicting the parts comprises computing the costs associated with not sending the corresponding parts when needed to the onsite repair.

31.-32. (Cancelled)

33. (Previously Presented) The method of claim 42, wherein computing the costs based on the probabilities of over-predicting and under-predicting is according to:

numbers of times that the corresponding parts were under-predicted;

numbers of times that the corresponding parts were over-predicted;

numbers of times that the corresponding parts were correctly predicted.

34. (Previously Presented) The method of claim 33, further comprising:

computing the probabilities of under-predicting the parts using the numbers of times that the parts were under-predicted; and

computing the probabilities of over-predicting the parts using the numbers of times the parts were over-predicted.

35. (Cancelled)

36. (Previously Presented) The method of claim 42, wherein determining the costs includes determining an average of the costs associated with under-predicting and over-predicting the parts.

37. (Previously Presented) The method of claim 42, wherein selecting the subset of the parts includes selecting the subset of the parts for transport to the onsite repair.

38. (Currently Amended) A method executed by a computer, comprising:

determining, by the computer, costs of mis-predicting parts that may be replaced during an onsite repair of a product in response to a repair history, wherein the costs are computed based on probabilities of over-predicting and under-predicting the parts;

selecting, by the computer, a subset of the parts to be sent to the onsite repair in response to the costs; and

selecting, by the computer, another subset of the parts for training of call qualifiers in response to the costs.

39. (Previously Presented) The method of claim 42, wherein selecting the subset of the parts includes selecting the subset of the parts for flagging to call qualifiers.

40. (Previously Presented) The method of claim 42, wherein selecting the subset of the parts includes selecting the subset of the parts for stocking a repair vehicle.

41. (Previously Presented) The method of claim 42, further comprising determining which products are least desirable to support in response to the costs.

42. (Currently Amended) A method executed by a computer, comprising:

determining, by the computer, costs of mis-predicting parts that may be replaced during an onsite repair of a product in response to a repair history, wherein the costs are computed based on probabilities of over-predicting and under-predicting the parts;

selecting, by the computer, a subset of the parts to be sent to the onsite repair in response to the costs; and

determining, by the computer, which personnel to target for additional training in response to the costs.

43. (Cancelled).

44. (Previously Presented) An apparatus having a computing device that determines costs of mis-predicting parts that may be replaced during an onsite repair of a product in response to a repair history and that selects a subset of the parts to be sent to the onsite repair in response to the costs,

wherein the costs are computed based on probabilities of over-predicting and under-predicting the parts,

wherein the computing device computes the costs based on the probabilities by determining numbers of times that the corresponding parts were under-predicted and numbers of times that the parts were over-predicted and numbers of times that the corresponding parts were correctly predicted, the repair history containing the numbers of times that the corresponding parts were under-predicted, the numbers of times that the parts were over-predicted, and the numbers of times that the corresponding parts were correctly predicted.

45. (Cancelled)

46. (Previously Presented) The apparatus of claim 44, wherein the repair history includes an identification of a set of parts sent to a set of prior onsite repairs and a list of actual parts needed in the prior onsite repairs.

47. (Cancelled)

48. (Previously Presented) The apparatus of claim 44, wherein the costs determined by the computing device comprise waste metrics for a plurality of sets of parts and the subset of parts selected comprises less than all the sets of parts for the onsite repair in response to the waste metrics.

49. (Previously Presented) The apparatus of claim 44, wherein the parts are selected for transport to the onsite repair.

50. (Previously Presented) The apparatus of claim 44, wherein the parts are selected for training of call qualifiers.

51. (Previously Presented) The apparatus of claim 44, wherein the parts are selected for flagging to call qualifiers.

52. (Previously Presented) The apparatus of claim 44, wherein the parts are selected for stocking a repair vehicle.

53. (Previously Presented) The apparatus of claim 44, wherein the computing device determines which products are least desirable to support in response to the costs.

54. (Previously Presented) The apparatus of claim 44, wherein the computing device determines which personnel to target for additional training in response to the costs.

55. (Previously Presented) The method of claim 42, wherein determining the costs of mis-predicting the parts is for a particular onsite repair of a particular product, and wherein selecting the subset of the parts is for the particular onsite repair of the particular product.

56. (Previously Presented) The method of claim 42, wherein determining the costs of mis-predicting parts comprises determining the costs of mis-predicting corresponding sets of parts.

57. (Previously Presented) The method of claim 56, wherein selecting the subset of parts comprises selecting less than all of the sets of parts.

58. (Currently Amended) A method executed by a computer, comprising:

determining, by the computer, costs of mis-predicting parts that may be replaced during an onsite repair of a product in response to a repair history, wherein the costs are computed based on probabilities of over-predicting and under-predicting the parts; and

selecting, by the computer, a subset of the parts to be sent to the onsite repair in response to the costs,

wherein determining the costs of mis-predicting comprises determining expected wastes for the corresponding parts, wherein each expected waste is computed based on a number of times the corresponding part was under-predicted, a number of times the corresponding part was over-predicted, a number of times the corresponding part was correctly predicted, a cost of over-predicting the corresponding part, and a cost of under-predicting the corresponding part, wherein the repair history contains the number of times the corresponding part was under-predicted, the number of times the corresponding part was over-predicted, and the number of times the corresponding part was correctly predicted.

59. (Previously Presented) The method of claim 42, wherein computing the costs based on the probabilities of over-predicting and under-predicting takes into account a cost of an extra trip to a repair site and a cost of one of restocking and storing an unneeded part.

60. (Previously Presented) The method of claim 42, wherein selecting the subset of parts comprises selecting less than all the parts.

61. (Cancelled).